

## **CITY OF IRWINDALE**

### **DISPATCHER/CLERK**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

#### **SUMMARY DESCRIPTION**

Under general supervision, performs a variety of duties related to the operation of a computer-aided communication system; receives and transmits routine and emergency messages, coordinates the activities of field units, dispatches police personnel in response to service requests, and maintains detailed records of activities in response to each request; provides information to the public; and performs a variety of clerical, record-keeping and general support functions in the police department.

#### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Receives, classifies, and prioritizes all incoming calls to the dispatch center including 911 calls, emergency, and non-emergency calls received from citizens and allied agencies requesting service or information; operates a variety of public safety communications equipment including 911 emergency telephone equipment, computer aided dispatch systems, and multi-channel radio system.
2. Evaluates response necessary as dictated by a given request for service; determines nature, location, and priority of calls; operates computer aided dispatch system to create calls for service within response criteria guidelines; assigns and dispatches personnel in accordance with policies and procedures; transfers calls to other appropriate agency in accordance with established procedures; maintains records of responses to requests for service; obtains and dispatches other support services as necessary.
3. Maintains contact with all units on assignment; maintains status and location of field units; monitors multiple radio frequencies; relays emergency and non-emergency information to public safety personnel in the field.
4. Retrieves information from local, state, and national computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles, restraining orders, criminal histories, parolees, and other related information; relays information to officers in the field.
5. Operates computer terminals to enter, modify, and retrieve data such as stolen and recovered property, towed and stolen vehicles, missing and unidentified persons, citations, field interviews, driver license and vehicle registration information, and warrants on wanted persons; composes and transmits messages to other agencies.
6. Performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities; organizes, processes, maintains, updates, and routes a variety of departmental reports, records, and files; operates and maintains the departmental centralized record keeping systems; makes inquiries; enters reports; updates individual files; updates codes.
7. Assists the general public and other agencies at the front counter; provides requested forms; release reports as appropriate; performs record checks; releases vehicles; responds to complaints and inquiries from the general public including to provide directions and variety of information on department policies and functions; refers inquires to appropriate agency or department.
8. Arranges tow service requests for vehicles being stored by the department.

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9. As assigned, process, evaluate, and distribute police reports and records ensuring that information is released in accordance with related laws and departmental policies.
10. Female dispatchers may be required to perform matron duties as needed.
11. Performs related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Operations, services, and activities of a public safety telecommunications and dispatch center.  
Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems and multi-channel radio systems.  
Law enforcement and emergency service procedures for responding to and handling reported incidents.  
Techniques of questioning for both emergency and non-emergency calls.  
Methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service.  
Functions of the Police Department and other City Departments.  
Geographic features and locations within the area served.  
English usage, spelling, grammar, and punctuation.  
Modern office procedures, methods, and computer equipment.  
Pertinent federal, state, and local laws, codes, and regulations.  
Methods and techniques of telephone etiquette.  
Methods and techniques of conflict resolution.  
Principles and procedures of record keeping.

**Ability to:**

Respond to and resolve difficult and sensitive citizen inquiries and complaints.  
Effectively communicate and elicit information from upset and irate callers.  
Speak clearly and concisely in an understandable voice via radio and telephone and in person.  
Hear and distinguish radio voice traffic within normal levels and over background noise.  
Make independent decisions that affect the safety of public safety personnel, citizens, and property such as those involved in determining the urgency of requests received and the appropriate action to take.  
Dispatch police units quickly and effectively.  
Think quickly, calmly, and clearly in emergency situations.  
Perform multiple tasks simultaneously.  
Operate a variety of telecommunications receiving and transmitting equipment including radio transmitting communication equipment, teletype equipment, and computer equipment.  
Operate specialized public safety computer systems and applications.  
Read and interpret maps and other navigational resources and give directions.  
Type 40 words per minute and enter data accurately.  
Work under pressure, exercise good judgment, and make sound decisions in emergency situations.  
Understand and follow oral and written instructions.  
Interpret, apply, and explain applicable federal, state and local policies, procedures, laws, codes and regulations including police records retention and dissemination policies and procedures.  
Maintain composure, alertness and concentration while working for extended periods of time.  
Compile, maintain, process, and prepare a variety of records and reports.  
Deal tactfully and courteously with the public reporting emergencies and seeking information or filing a report.

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Maintain confidentiality.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

One year of experience working with the public is desirable.

**License or Certificate:**

Possession of an appropriate, valid driver's license.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Work is performed in an office and emergency services dispatch center setting with extensive public contact; incumbents are required to work evening, night, weekend, and holiday shifts; incumbents may be called back or held over to maintain staffing levels.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

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Ralph Andersen & Associates